



## HEALTH INFORMATION ADMINISTRATOR ASSISTANT

### **CHARACTERISTICS OF WORK:**

This is very specialized professional and administrative work involving responsibility for assisting in directing a Medical Records staff in work activities pertaining to the originating, compilation, maintenance, verification, analysis (both quantitative and qualitative), audit, and safeguarding of medical and psychiatric records, files, forms, and statistics of a large state hospital complex or institution; the recording of the movement or progression of each of the patients from one modality to another; and supplying, upon request, to proper authorities detailed current reports pertaining to each patient's medical, psychiatric, legal, court, or other status from records available. Incumbents also assist with the preparation of special and recurring reports and statistics relative to the institution's patient population - number and type of admissions and discharges, classification of operations, diseases, and medical and psychiatric diagnoses, lengths of stay, leaves of absence, deaths, births, etc. Incumbents assist in planning, organizing, coordinating, directing, and supervising the activities of the department staff. The work is performed under the general supervision of the administrator.

### **MINIMUM QUALIFICATIONS:**

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

### **EXPERIENCE/EDUCATIONAL REQUIREMENTS:**

#### **Education:**

A Bachelor's Degree from an accredited four-year college or university in Health Information Administration;

**AND**

Eligibility to take the exam for Registered Health Information Administrator sponsored by the American Health Information Management Association.

#### **Required Document:**

Applicant must attach a statement from a professional school or the American Health Information Management Association that states his/her eligibility for registration.

## **PHYSICAL REQUIREMENTS:**

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

**Light Work:** May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 20 pounds.

**Near Acuity:** Clarity of vision at 20 inches or less.

**Midrange:** Clarity of vision at distances of more than 20 inches and less than 20 feet.

**Far Acuity:** Clarity of vision at 20 feet or more.

**Peripheral:** Ability to observe an area that can be seen up and down or to the left and right while eyes are fixed at a given point.

**Depth Perception:** Three dimensional vision, ability to judge distances and spatial relationships.

**Ability to adjust focus:** Ability to adjust the eye to bring an object into sharp focus.

**Color:** Ability to identify and distinguish colors.

**Speaking/Hearing:** Possesses the ability to give and receive information through speaking and listening skills.

**Motor Coordination:** While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle or feel objects, tools, or controls; and reach with hands and arms. The incumbent is frequently required to stand; and walk. The incumbent is occasionally required to climb or balance; and stoop, kneel, crouch, or bend.

## **COMPETENCIES:**

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

### **PUBLIC SECTOR COMPETENCIES:**

**Integrity and Honesty:** Demonstrates a sense of responsibility and commitment to the public trust through statements and actions.

Models and demonstrates high standards of integrity, trust, openness, and respect for others. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

**Work Ethic:** Is productive, diligent, conscientious, timely, and loyal.  
Conscientiously abides by the rules, regulations, and procedures governing work.

**Service Orientation:** Demonstrates a commitment to quality public service through statements and actions.

Seeks to understand and meets and/or exceeds the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers.

**Accountability:** Accepts responsibility for actions and results.

Is productive and carries fair share of the workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Steadfastly persists in overcoming obstacles and pushes self for results. Maintains necessary attention to detail to achieve high level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards, and mistakes. Has knowledge of how to perform one's job. Knows the organization's mission and functions and how it fits into state government.

**Self Management Skills:** Effectively manages emotions and impulses and maintains a positive attitude.

Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works effectively and cooperatively with others to achieve goals. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork.

**Interpersonal Skills:** Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict situations. Encourages others through positive reinforcement.

**Communication Skills:** Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Receives other cues such as body language in ways that are appropriate to listeners and situations. Takes into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral presentations. Communicates ideas, suggestions, and concerns, as well as outcomes and progress throughout the process of an activity. Provides thorough and accurate information.

**Self-Development:** Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas.

## **TECHNICAL COMPETENCIES:**

**Healthcare Data:** Supervises the structure, content, and use of data within a Medical Records Department.

Plans, develops, evaluates, and supervises a system of medical records in accordance to Health and Human Services Conditions of Participation. Verifies timeliness, completeness, accuracy, and appropriateness of data and data sources (e.g., patient care, management, billing reports, and/or

databases). Assists in the facility's billing process. Validates coding accuracy using clinical information found in the health record.

**Health Information Analysis:** Performs both quantitative and qualitative analyses of medical records.

Analyzes medical records for required documentation and times and checks for correction of deficiencies according to established criteria and guidelines. Abstracts records for department indices/databases/registries. Collects data for quality management, utilization management, risk management, and other patient care related studies.

**Confidentiality:** Understands the importance of confidential communications and applies these principles in the release of information.

Follows HIPAA guidelines when releasing medical record information. Screens replies to various companies, agencies, or law enforcement officials to be sure confidential medical information is not released.

**Information Technology and Systems:** Uses computers, software, and office technology to perform the duties of the job.

Operates various office machines such as computers, typewriters, adding and calculating machines, duplicating machines, electric filing equipment, and/or tabulating equipment. Uses common software packages (e.g., spreadsheets, databases, word processing, graphics, presentation, statistical, e-mail). Uses electronic or imaging technology to store medical records. Generates reports from various databases. Protects data integrity and validity using software or hardware technology. Collects and reports data on incomplete records and timeliness of record completion. Design forms, computer input screens, and other health record documentation tools.

**Professional Maturity:** Possesses the capacities and aptitudes acquired by means of personal or professional experience, which enable functions to be fulfilled, and enables the incumbent to deal with situations in the workplace in a professional manner.

Is able to assess the situation and appropriately respond. Exhibits the attributes of confidence, assertion, tolerance, patience, and empathy at the appropriate time in stressful or high-pressure situations. Manages conflicts and defuses situations. Knows when to refer an issue to the appropriate level. Aligns personal behavior with agency standards. Continuously assesses work unit for areas of improvements and suggest changes for continuous improvement. Responds appropriately to supervision and administrative decisions. Is able to work under and with authority and accepts decisions. Takes initiative to accomplish stated and unstated goals. Maintains appropriate standards of professionalism and only provides information within authority.

**ESSENTIAL FUNCTIONS:**

**Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:**

1. Supervises the abstracting of case records and assists in supervising subordinate staff.
2. Provides research assistance and maintains hospital statistics for medical staff and outside agencies.
3. Assists in coordinating activities for the department and medical staff.

**EXAMPLES OF WORK:**

**Examples of work performed in this classification include, but are not limited to, the following:**

Assists Health Information Administrator in all facets of medical records department, directing and supervising activities as assigned.

Provides research assistance to medical staff and outside agencies.

Assists in planning office procedures and directing work flow in a medical records department.

Assists in maintaining hospital statistics for both internal and external control of the institution; coordinates statistics of inter-department evaluation.

Assists in instructing and supervising all employees of the medical records department.

Consults with heads of other departments and with the medical staff in the interest of coordinating records with services rendered by the hospital.

Supervises the abstracting of case records for referring physicians and hospitals, insurance companies, and attorneys.

Plans and assists in training program for sub-professional medical records personnel.

Performs related or similar duties as required or assigned.

**INTERVIEW REQUIREMENTS:**

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.